

## Class Title: Services and Support Manager

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

This position knows the business functions of the Information Technology Department's (IT) customers (City departments, bureaus and divisions, project teams, and supported agencies and programs) and understands each individual customer's business and service delivery needs and how they use the City's suite of office automation tools, applications, and personal computers to perform their jobs.

The IT Bureau of Services and Support provides 24/7 help desk support and the deployment of a team of professional technicians and specialists to resolve customer technology problem calls and service requests. Services and Support manages replacement and upgrade projects for all personal computing devices (PC) from handhelds to desktops and all related components and software (wired and/or wireless). Services and Support is responsible for enterprise-wide PC management, monitoring, and reporting. This includes policy development and administration, documentation of procedures, software licensing, inventory management, interface issues, scripting, and quality control for all customer supported applications and devices.

This position ensures that Services and Support staff gains and maintains in-depth knowledge and understanding of customers' business needs and rallies them to deliver world class customer support. Services and Support has a specific role as liaison with, and champion for, individual customer needs, and has "hands-on" responsibility to educate customers on the best practices for using their applications and devices to continuously improve the delivery of their services. Services and Support is the frontline of support and must be prepared and flexible to deliver any assignment in support of the City's mission.

Services and Support fully supports the IT Department staff and assists them with research and development. The position requires an excellent working relationship with the City's internal technology experts, project managers, and business analysts who support, plan, and implement customer solutions. This position must maintain a superior knowledge of the City's technology standards, policies, available services, capacities, and boundaries and be able to effectively communicate the same to IT staff and customers. The IT Department is responsible for any device (and the use of any device) that may be connected in any way to any City electronic data resource.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Knows the business functions of the Information Technology Department's (IT) customers (City departments, bureaus and divisions, project teams, and supported agencies and programs) and understands each individual customer's business and services delivery needs and how they use the City's suite of office automation tools, applications, and personal computers to perform their jobs.

Physical Strength Code		ESSENTIAL FUNCTIONS
2	S	Provides 24/7 help desk support and the deployment of a team of professional technicians and specialists to resolve customer problem calls and service requests. Manages the replacement and upgrade projects for all personal computing devices (PC) from handhelds to desktops and all related components and software (wired and/or wireless). Responsible for enterprise-wide PC management, monitoring, and reporting. This includes policy development and administration, documentation of procedures, software licensing, inventory management, interface issues, scripting, and quality control for all customer supported applications and devices.
3	S	Ensures that Services and Support staff gains and maintains in-depth knowledge and understanding of customers' business needs and rallies the staff to deliver world class customer support.
4	S	Liaises with, and champions for, individual customer needs, and has "hands-on" responsibility to educate customers on the best practices for using their applications and devices to continuously improve the delivery of their services.
5	L	Supports and is prepared and flexible to deliver any assignment in support of the City's mission.
6	S	Develops goals and objectives, establishes policies and procedures, and implements processes that support the organization's mission and improves IT organizational effectiveness and service delivery.
7	S	Works with the City's technology experts to stay current on available and emerging technologies that may be applied to IT customers' business needs to better deliver services. Provides customer feedback to IT technologists and leadership and coordinates with internal IT resources across technical silos, projects, and bureaus.
8	S	Develops technology standards. Meets with customers to discuss technology needs, evaluate new technology, prepare related request proposals, and assist with the acquisition of desired technology solutions.
9	M	Educates customers on the City's technology standards, policies, available services, capacities, and boundaries. Communicates with customers and community organizations by making presentations, hosting claritive meetings and training sessions, preparing reports, developing curricula, and providing other forms of written, oral, and multi-media communications.
10	S	Supports the IT Department staff and assists them with research and development. Maintains excellent working relationships with the City's internal technology experts, project managers, and business analysts who support, plan, and implement customer solutions.
11	S	Maintains a superior knowledge of the City's technology standards, policies, available services, capacities, and boundaries and effectively communicates them to IT staff and customers. Develops, recommends, implements, enforces, and seeks to continuously improve Citywide technology policies, procedures, definitions, and standards to enhance the deliver and security of City services.
12	S	Advises core systems and applications experts in resolving issues related to malfunctions involving Windows or other interface devices.

Physical Strength Code		ESSENTIAL FUNCTIONS
13	M	Provides staff to deliver, setup, and operate technical equipment (including Audio/Visual) for meetings, presentations, demonstrations, and exhibits. This includes devices, applications, technologies, and functions that do not currently exist. Engages as part of its mission the encouragement of customer self-reliance for this and all other activities wherever possible.
14	S	Remains current in IT advancements. Due to the continuously accelerating growth of the number and complexity of applications and devices being used and shared by individual customers, this position requires an individual with talents, skills, and knowledge specifically applicable to these conditions.
15	S	Retains knowledge of numerous applications, processes, and resources and their business benefits.

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires broad knowledge in a business, professional, or technical field. A Bachelor's degree in a related field or equivalent related experience is required.
Experience	Five years public or private progressively responsible management experience working with a team of vastly diverse technical skills, experience, and responsibilities. Personal technical expertise and project manager skills are a plus. Experience in providing direct customer service and support.
Certifications and Other Requirements	Valid driver's license. Stephen Covey's Seven Habits of Highly Effective People certification desirable.
Reading/Writing	Excellent ability to read, write, and comprehend technical studies, contracts, publications, requests for proposals, legal documents, white papers, business cases, and analyses. Must demonstrate proficiency in preparation and documentation of policies, procedures, scripts, setups, and systems.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, algebra, and statistics. Experience with business and statistical analysis a real plus.
Presentation/ Communication	Communicates effectively both orally, in writing, and through the use of technology; listens empathically; advocates for customers. Able to retain knowledge of numerous applications, processes, and resources and to articulate their business benefits. Possess excellent and creative communications and presentation skills.
Managerial	Managerial responsibilities include membership on the IT Department Management Leadership Team. Able to manage processes, change, projects, and personnel. Manages outsourced service providers and contractors.
Budget Responsibility	Responsible for management of bureau resources, contracts, budgeting, and other financial aspects of bureau operation. Reviews and approves expenditures of significant budgeted funds for the bureau.
Supervisory / Organizational Control	Manages and monitors work performance and direct subordinate personnel. Makes final decisions on hiring and disciplinary actions; evaluates program/work objectives and effectiveness, teambuilding, and realigns work and assignments. Works with diverse range of personnel: full time, part-time, temporary, contractors, vendors, interns, and volunteers. Handles vast array of challenging assignments both technical and non-technical. Deploys the most effective resources for the job..
Complexity	Work is widely varied and involves analyzing and evaluating many complex and significant variables. Customer specific and citywide policies, procedures, or precedents are developed and/or recommended.
Interpersonal / Human Relations Skills	Serves as a team builder, teacher, trainer, and ombudsman. Partners with vendors, suppliers, and outsourced service providers.
Testing / Background Check	Applicant recommended for hire must successfully pass a drug test and criminal background check .
Residency	Requires City of Norfolk residency within six months of appointment.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Presentations
Sitting	C	Computer, desk work, meetings
Walking	O	Inter-office, to/from meetings, offsite work
Lifting	F	Computers, monitors, projectors,
Carrying	F	Computers, monitors, projectors,
Pushing/Pulling	F	Computers, monitors, projectors,
Reaching	F	
Handling	F	Computers, monitors, projectors,
Fine Dexterity	F	Computer keyboard, telephone keypad, writing
Kneeling	O	
Crouching	O	
Crawling	R	
Bending	O	
Twisting	O	
Climbing	O	
Balancing	F	
Vision	C	Computer, desk work, reading, supervision of staff
Hearing	C	Staff, supervisor, meetings, telephone, presentations
Talking	F	Staff, supervisor, meetings, telephone, presentations
Foot Controls	O	Pedals
Other (specify)	N	

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, computer, PDA (Blackberry), laser or inkjet printer, data projector, scanner, USB devices, Microsoft Windows and Office, Service Center, Help Desk, test equipment, Internet Explorer, Visio, Project Manager, Service Center, and other productivity and process automations applications.

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	C
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	C
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)